

CHANGES IN PARKING ENFORCEMENT SERVICES CONSIDERED GET THE FACTS!

You may have heard that the City of Miami Beach is considering contracting parking enforcement services. The following “frequently asked questions” are provided to assist you in understanding this proposal.

If you have any additional questions, please call, 305.673.PARK.

Why is the City of Miami Beach considering contracting parking enforcement services?

As part of the City’s continuing efforts to identify efficiencies, reduce expenditures and generate savings wherever possible, the contracting of certain city services provides a unique opportunity to offer the same or improved level of service, while generating substantial savings.

When the city reviews an opportunity to contract for services, each opportunity is evaluated to determine if the service can be provided with consistent quality, and if it can be done less expensively. Managed well and with appropriate safeguards, the contracting of parking enforcement services with a private company presents an opportunity for the City to save over \$1.4 million annually, while providing an equal and likely higher level of service.

Is this a way for the City to increase its revenues from parking tickets?

No. The City’s intention is to identify potential savings resulting from reduced costs to provide parking enforcement services.

What structure is the City considering for contracting its parking enforcement services?

The City of Miami Beach has extensive experience in contracted services for a number of its operations. The Parking Department already has a number of its services contracted. Most notably, the City’s attended garages and parking lots are operated with an hourly fixed rate contract for cashiers, attendants and supervisors. The City also contracts for the parking meter collections.

Unlike a franchise agreement or other management contract in which the contractor keeps some level of autonomy and control, the structure proposed for contracted parking enforcement services requires the contractor to only provide trained personnel at a fixed hourly rate. In the approach to contracted parking enforcement, the City keeps all supervisory control, full control over rates and policies, and limits the independent actions that might be taken by a contracted employee.

Will towing companies manage contracted parking enforcement services?

No. The contracted parking enforcement option has no connection to and is completely different from the agreements with the local tow companies.

In fact, in order to ensure the clearest possible distinction with Tow companies, under the City’s proposed structure for contracting parking enforcement services, towing companies are prohibited from even bidding to provide the service for the City.

While towing services are an important tool in managing parking, the City’s towing

contracts are currently separate and distinct services from parking enforcement, and they will remain that way under the proposed structure for contracted parking enforcement services. In other words, *the towing companies will have no role in parking enforcement.*

What changes can the average citizen expect if the City contracts parking enforcement services?

The average citizen will see no noticeable changes in how parking enforcement services are provided in the City of Miami Beach.

The City will continue to have full control of the management and operation of parking enforcement policies and standard operating procedures, including scheduling, deployment and application of enforcement policies. The contract will be managed by the City's Parking Department, whose management team has been overseeing and supervising the parking enforcement unit as it currently exists.

In addition, provisions in the contract will require contracted employees to receive the same customer service training and uphold the same customer service excellence standards as City of Miami Beach employees. If a contract employee does not meet the City's customer service excellence standards, the contractor will be responsible and accountable for addressing the behavior, as well as ultimately, replacing the employee.

Under contracted parking enforcement, who do I contact to dispute a parking citation?

The process for disputing parking citations will remain exactly the same. You will still contact the City's Parking Department, and they will still be the responsible agency for reviewing contested citations.

The City will hold the contractor accountable, and the contractor will be penalized with substantial financial penalties, for any and all inappropriate/unauthorized parking citations, valet parking violations, and/or tows.